MicroVAX 2000
Customer Services

Order Number EK-MVXAA-CS-001

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Customer Services

Digital customers can choose from a wide variety of integrated services for consistent comprehensive support for their Digital computing solutions. Services, which include support for hardware and software products, user education, and consulting services are available through both contractual and noncontractual arrangement.

Digital Field Service supports Digital customers with more than 22,000 service professionals in over 450 locations worldwide, providing both hardware maintenance and software maintenance support. Every Field Service office is supported by the resources to provide backup materials and technical support whenever it is needed.

Digital's Software Product Services provides advisory support, preventive maintenance and remedial service before, during, and after software installation. Support for Digital software products is available in a variety of service offerings including packaged services, ongoing service agreements and optional service components.

Digital's Educational Services offers a wide range of high-quality instructional programs and courses, enabling customers to make the most effective use of their resources before, during, and after system installation. Course formats include seminars, classroom training, audio-visual courses, on-site training, self-paced instruction, and computer-based instruction.

Field Service

Digital's worldwide Field Service organization supports customers with a variety of service programs and works closely with the customer to provide maximum system availability.

Hardware Product Services

Specifically for hardware remedial service, Field Service offers a wide variety of services through various contract and noncontract arrangements.

One-Year Hardware Warranty

One-year warranty support includes:

- All hardware products—including systems, building blocks, add-ons, and peripherals

- All repair parts and labor

- Installation of latest engineering modifications

Supplementary Warranty Programs

Two supplementary warranty programs are available:

Extended Warranties - At the time of purchase, customers may select 24 or 36 months extended hardware warranties. Extended Warranty also provides harware service price protection for up to three years.

Extended Hour Coverage - Warranty coverage may be extended to 12, 16, 24 hours, Saturday and/or Sunday.

DECservice Service Agreement

On-site service agreements are available with coverage for 8 to 24 hours a day, and up to 7 days a week. Digital's most comprehensive on-site service includes a written commitment to respond to your call for service within a specified time, within 4 hours if your site is within 100 miles of a Digital Hardware Product Services Branch. Once a service representative is on your site, repairs are made quickly, and remedial work continues until your system is operational again. Automatic "problem escalation" is also part of the DECservice Agreement, drawing upon additional backup support as required to achieve timely repairs.

Scheduled preventive maintenance, parts, labor, and materials are provided under the DECservice Agreement. Under this agreement, Digital installs the latest engineering modifications to keep equipment up to date. In addition a Hardware Product Services representative is assigned responsibility for your system's maintenance and remedial service.

BASIC Service Agreement

If you do not require a fixed-response time and continuous remedial efforts, Hardware Product Services also offers a BASIC Service Agreement. BASIC Service typically provides next day response and continuous repair effort during coverage hours (8:00 A.M. through 5:00 P.M., Monday through Friday). BASIC Service also provides problem escalation, preventive maintenance, labor, materials, installation of engineering modifications, and assigned service representatives.

Software Product Services

Digital's Software Product Services (SPS) provides advisory, preventive, and remedial service to help you before, during, and after software installation. These services provide special startup packages for the first year of a new system and include ongoing support that offers the opportunity to keep software up to date and running smoothly.

SPS offers several levels of support on a per product basis. For customers purchasing new systems, startup packages are available. For customers purchasing additional systems, contracts and add-on services are offered. SPS also has special services available for multiple systems, products sold through OEMs and distributors, and small business applications.

Service Agreements

For customers purchasing additional systems, there are three types of service agreements: DECsupport, BASIC, and Self-maintenance annual service contracts.

DECsupport Service for Software

DECsupport service offers the most complete software service. DECsupport includes routine software maintenance, installation of updates, and on-site assistance when required.

BASIC Service for Software

BASIC Service offers highly responsive answers to questions or problems your technical staff may have when maintaining your systems.

Self-Maintenance Service for Software

Self-maintenance service offers software and documentation updates, as well as technical bulletins.

Software Services

Software Services offers a wide range of comprehensive services to support you during any aspect of your system analysis, software development, or implementation efforts.

Professional Services

Digital's Professional Services organization offers a full range of consulting services to help you analyze, develop, implement, and productively use your Digital computer system. These services provide benefits at all stages of a system's lifecycle: from planning and design, to the development and delivery of solutions, through a successful system startup and user implementation.   In addition, Professional Services offers productivity services such as performance monitoring and capacity planning, and migration and conversion services.

Educational Services

Digital's Educational Services organization offers a wide range of high quality instructional programs and courses.   Comprehensive training curricula are available in a selection of course formats: seminars, instructor-led training, audiovisual courses, onsite training, self-paced instruction (SPI), and computer based instruction (CBI). You may select the format, program, or delivery method that best matches your training needs.

To find out more about our comprehensive training programs, contact your Digital sales representative. To receive your copy of our complete course catalog and quarterly Publication Digest, write to:

Digital Equipment Corporation
Educational Services
12 Crosby Drive BUO/E55
Bedford, MA 01730

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   (a) Installation   (c) Maintenance   (e) Training
   (b) Operation/use   (d) Programming   (f) Other (Please specify.) _____

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   _____

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	Excellent	Good	Fair	Poor	Unacceptable
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Completeness	5	4	3	2	1
Table of Contents, Index	5	4	3	2	1
Illustrations, examples	5	4	3	2	1
Overall ease of use	5	4	3	2	1

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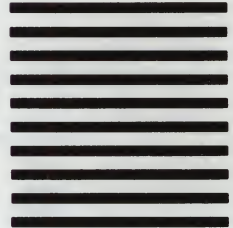
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